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NO. 1491 P. 1/10

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Atty Docket No. 020366-069210US

PTO FAX NO.: (703) 872-9306

ATTENTION: Examiner Roland G. Foster
TELEPHONE NO.: (703) 305-1491

Group Art Unit 2645

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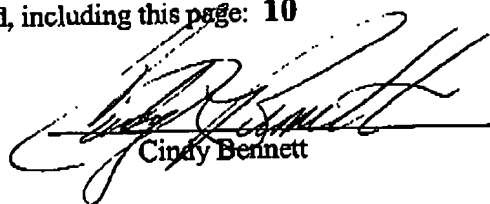
I hereby certify that the following document(s) in re Application of Benjamin E. Hansen, et al., Application No. 09/660,785, filed September 13, 2000 for METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Document(s) Attached

1. Transmittal Form (1 page); and
2. After Final Amendment (8 pages).

Number of pages being transmitted, including this page: 10

Dated: February 17, 2004



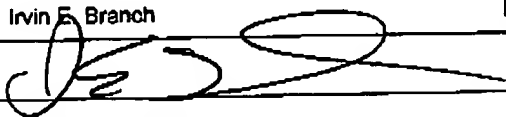
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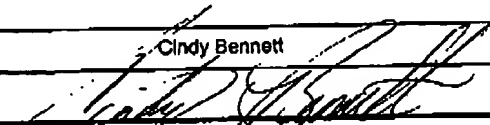
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/660,785	
	Filing Date	September 13, 2000	
	First Named Inventor	Hansen, Benjamin E.	
	Art Unit	2645	
	Examiner Name	Roland G. Foster	
Total Number of Pages in This Submission	9	Attorney Docket Number	020366-069210US

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input checked="" type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
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In re application of:

Benjamin E. Hansen, et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
EXAMINING GROUP 2645

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed December 17, 2003 on the above-referenced application, please enter the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.

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R.S.E. 2/25/04